



1230 W. Boone Avenue, Spokane, WA 99201
(509) 328-RIDE | www.spokanetransit.com

CITIZEN ADVISORY COMMITTEE MEETING

Wednesday, March 11, 2026
5:00 p.m. – 6:30 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W Boone Ave, Spokane, WA
w/Virtual Public Viewing Option

AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (5 minutes)
3. Committee Action (10 minutes)
 - A. Minutes of February 11, 2026, Meeting – *Corrections/Approval*
4. Reports to Committee (60 minutes)
 - A. 2025 Year-End Performance Measures (*Rapez-Betty*)
 - B. Connect 2035 Update (*Cortright/Poole*)
5. CEO Report – (*Otterstrom*) (10 minutes)
6. Committee Information – *no action or discussion*
 - A. 2025 Preliminary Year-End Financial Report – (*Hamud*)
7. Committee Member Expressions (*Chair Brown*)
8. Review DRAFT CAC Agenda for April 8, 2026, Meeting
9. Adjourn

Virtual Link:	Click here to join meeting virtually
Meeting ID:	236 046 399 745 80
Passcode:	PR3Ut3pN
Call-in Number:	1-509-824-1714
Conference ID:	914 487 536#

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.



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Chair Report
Meeting Date: March 11, 2026
AGENDA ITEM: 2

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: COMMITTEE CHAIR REPORT
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.



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Committee Action
Meeting Date: March 11, 2026
AGENDA ITEM: 3A

Presented To: Citizen Advisory Committee

Referral Committee: n/a

Title: MINUTES OF THE FEBRUARY 11, 20256, COMMITTEE MEETING – CORRECTIONS AND/OR APPROVAL

Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

Purpose: For decision.

Recommendation: Corrections and/or approval

Attachments and/or Online Links: n/a

SUMMARY: Attached for your information, corrections, and/or approval are the minutes of the February 11, 2026, Citizen Advisory Committee meeting.

Spokane Transit Authority
1230 W Boone Ave
Spokane, WA 99201-2686
509-325-6000

CITIZEN ADVISORY COMMITTEE

Draft Minutes of the February 11, 2026, Meeting

Spokane Transit Authority, 1230 W. Boone Avenue, Spokane, WA
w/ Virtual Public Viewing Option

MEMBERS PRESENT

Dan Brown, Chair
Linda Carroll
Julie Corpuz
Michelle Johnson
Caleb McDougall
Pablo Monsivais
Eileen Shurtz
Andrew Tse
Connor Williams

STAFF PRESENT

Karl Otterstrom, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer Service Officer
Kade Peterson, Chief Information Officer
Emily Pool, Chief Planning & Development Officer
Delana Combs, Ombudsman and Accessibility Officer
Yolanda Montes, Executive Assistant to the Chief Communications & Customer Service Officer

MEMBERS ABSENT

Jackson Deese
Chris Fortensky
John Lemus
Kinzie Michael
Tyler Salyer
Rhonda Young

1. CALL TO ORDER AND ROLL CALL

Chair Dan Brown called the meeting to order at 5:00 p.m. Ms. Montes conducted roll call.

Caleb McDougall joined virtually at 5:30 p.m.

Item 2 was taken out of order due to a lack of quorum which was established with the attendance of Mr. McDougall.

2. COMMITTEE ACTION

Minutes of December 10, 2025, Committee Meeting

Dr. Carroll moved to approve of the minutes as presented. Mr. Monsivais seconded, and the motion passed unanimously.

3. COMMITTEE CHAIR REPORT

Chair Brown reported he took two groups from Corbin Senior Center on their first bus trip, teaching them about transfers and Connect cards, resulting in about twelve new bus riders.

4. COMMITTEE REPORTS

A. 2025 Fixed Route Rider Survey Results

Dr. Cortright summarized the 2025 Fixed Route Rider Survey, which had 426 responses in October. Results showed 86% satisfaction, balanced gender participation, more riders under 18, and fewer over 55. Almost half had household incomes below \$30,000, while one-fifth declined to share income information. Riders ranged in terms of tenure, with 23% new and 35% long-

term; longer-term riders saw notable improvements in service. Most surveyed (67%) indicated they used transit because they did not own a car. Discussion ensued regarding demographics data. Operator and customer service staff received strong ratings, though call center customer service and admin staff feedback was lower, likely due to less people reporting they interacted with these staff. Ratings still showed high overall satisfaction. New questions this year looked at rider satisfaction for programs implemented during STA Moving Forward. Rider satisfaction rose with real-time information like schedule accuracy and transfer ease. It was noted that a full report is available online at this link: [Engagement Surveys - Spokane Transit Authority](#).

B. Wellesley Corridor Development Plan: Report on Existing Conditions and Upcoming Engagement

Ms. Poole outlined the Wellesley Corridor Development Plan (CDP), describing Route 33's designation as a high-performance transit line due to ridership—600,000 boardings annually with 2,000 on weekdays—and its role in regional plans. To begin recognition of the route as an HPT corridor, staff will prepare a CDP for future consideration by the Board. The corridor currently has continuous but narrow sidewalks, extended crossings, and few amenities. Community engagement will occur in three rounds starting February 2026, aiming for Board approval in November 2026.

C. Update from CAC Members on Activities

Dr. Cortright introduced the newest CAC members, Mr. Connor Williams, and Ms. Eileen Shurtz, and welcomed them to the committee. Dr. Cortright referred to the CAC Charter to get quarterly updates from CAC members.

Dr. Carroll stated she was appointed to the City of Spokane Plan Commission. She shared her review of the Environmental Impact Statement for the Spokane County Regional Transit, noting a projection report over the next 20 years.

Mr. McDougal is assisting at Whitworth's Information Desk and wants another student to replace him on the Citizen Advisory Committee.

Ms. Johnson inquired about bus stop accessibility in relation to Cheney High School student outreach, as well as procedures for relocating a bus stop that often gets blocked with snow because of plowing. Ms. Johnson asked for more information about a proposed bus route change that will affect Shadle students, and Ms. Poole will follow up with her.

Dr. Cortright provided an overview of Mr. Lemus's scheduled activities during his absence, which included meeting with the Mayor of Cheney to discuss transit and shelter placements, organizing gather input from adult family homeowners and conducting sessions at Eastern Washington University (EWU) to engage Spokane Public Schools (SPS) transition students.

Mr. Williams said students had mentioned concerns about bus safety and he will be working with Spokane Transit's Business Development Specialist or the Transit Ambassadors to alleviate their concerns.

5. CEO REPORT

Mr. Otterstrom provided an update on the recent double-decker bus accident, briefly explaining the ongoing investigation and advised of plans to reintroduce the buses with enhanced safety measures and additional operator training. Mr. Otterstrom briefed the committee about advancements on the Connect 2035 Strategic Plan, efforts underway for tax reauthorization outreach, and the Division Street Bus Rapid Transit project's placement in the federal budget. He highlighted how ongoing investment and active community participation are crucial for public transit.

6. COMMITTEE INFORMATION

A. Q4 2025 STA Moving Forward Update

7. COMMITTEE MEMBER EXPRESSIONS

Dr. Cortright shared that Mr. Lemus wanted to share that he was proud of STA's leadership for their handling of the double decker incident.

8. COMMITTEE MEETING DRAFT AGENDA REVIEW

The committee reviewed the draft agenda for the March 11, 2026, meeting. There were no suggested corrections or additions.

9. ADJOURN

With no further business, Chair Brown adjourned the meeting at 6:21 p.m.

Respectfully submitted,



Yolanda P. Montes

Executive Assistant to the Chief Communications & Customer Service Officer

Presented To: Citizen Advisory Committee
Referral Committee: Performance Monitoring & External Relations Committee
Title: 2025 YEAR-END PERFORMANCE MEASURES
Submitted by: Brandon Rapez-Betty, Chief Operations Officer

Purpose: Receive report.

Recommendation: n/a

Attachments and/or

Online Links: [2025 Year- End Performance Measures \(PDF\)](#)

SUMMARY: Each year, the Spokane Transit Authority Board approves a set of performance measures used to track agency performance across safety, service, ridership, customer experience, and financial stewardship.

Below are the key performance measures providing a high-level- snapshot of system performance organized by thematic priority. The full 2025 Year-End Performance Measures presentation, including all 47 metrics and historical details, is available on the STA website at the above link.

Ensure Safety

- Preventable accidents: Fixed Route 0.13 (goal ≤ 0.11)
- Preventable accidents: Paratransit 0.19 (goal ≤ 0.10)

Earn and Retain the Community's Trust

- Fixed Route ridership +2.8% (10.43M trips; goal 10.39M)
- Paratransit ridership +6.3% (402,176 trips; goal 404,960)
- Fixed Route passengers per revenue hour 19.39 (goal ≥ 19.18)
- Paratransit passengers per revenue hour 2.31 (goal ≥ 2.4)

Provide Excellent Customer Service

- Fixed Route on-time performance 91.5% (goal 93%)
- Paratransit on--time performance 94.3% (goal 93%)

Exemplify Financial Stewardship

- Cost per Revenue Hour – Fixed Route: \$195.65 (88% of state average \$222.69; goal ≤ 95%)
- Cost per Revenue Hour – Paratransit: \$138.34 (89% of state average \$156.26; goal ≤ 95%)
- Farebox Recovery – Fixed Route: 23.6% (goal 20%; 7.8% using prior methodology)
- Farebox Recovery – Paratransit: 4.0% (goal 5%; 2.8% using prior methodology)
- Maintenance Cost per Mile – Fixed Route: \$1.94 (goal \$1.81)
- Maintenance Cost per Mile – Paratransit/Rideshare: \$1.40 (goal \$1.26)



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Report to Committee
Meeting Date: March 11, 2026
Agenda Item: 4B

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: CONNECT 2035 UPDATE
Submitted by: Carly Cortright, Chief Communications & Customer Service Officer
Emily S. Poole, Chief Planning and Development Officer

Purpose: Receive report.

Recommendation: n/a

Attachments and/or

Online Links: n/a

SUMMARY: Staff have completed outreach activities throughout the Public Transportation Benefit Area (PTBA) to multiple stakeholder groups including municipalities, school boards, and chambers of commerce in preparation for a future ballot measure to renew the 0.2% sales tax, accomplishing these objectives:

- Review the delivery outcomes of the *STA Moving Forward* plan delivered in connection with the 2016 ballot proposition.
- Review the initiatives that are incorporated within *Connect 2035* and provide an overview on plan priorities.
- Inform the public on the sales tax reauthorization requirement and review the implications associated with the timing of the successful ballot measure.

Feedback received will be presented in the meeting, which helped inform the suggested amendments to *Connect 2035*. These projects and the proposed amendments to the plan will be explained in the meeting and include:

- Earlier implementation of the Mobility on Demand pilot projects, with timelines being adjusted to a 2026 launch year
- Revising the project description for future High Performance Transit (HPT) planning in Spokane Valley to bring it in alignment with *Connect Spokane*
- Introducing the Community Van program
- Expanding the description of Facilities Master Plan implementation to align with the outcomes of that Phase 1 planning effort to focus on base expansion
- Adjusting the timeline for the implementation of the Zero Emission Vehicle Transition Plan to align with the outcomes of Phase 1 of the Facilities Master Plan



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Report to Committee

Meeting Date: March 11, 2026

AGENDA ITEM: **5**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: CHIEF EXECUTIVE OFFICER REPORT
Submitted by: Karl Otterstrom, Chief Executive Officer

Purpose: Receive report.
Recommendation: n/a
**Attachments and/or
Online Links:** n/a

SUMMARY: At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.



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Committee Information
Meeting Date: March 11, 2026
Agenda Item: 6A

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: 2025 PRELIMINARY YEAR-END FINANCIAL REPORT
Submitted by: Robert Hamud, Chief Financial Officer

Purpose: For information.
Recommendation: n/a
Attachments and/or
Online Links: 2025 Preliminary Year-End Financial Report

SUMMARY: The 2025 Preliminary Year-End Financial Report is attached. As a related future action, the 2025 State Audit Report is anticipated to be completed and brought before the Performance Monitoring & External Relations Committee and Board meetings later this year.

Item 5A

2025 Preliminary Year-End Financial Report

Purpose:

Receive Report.

2025 State Audit Timeline

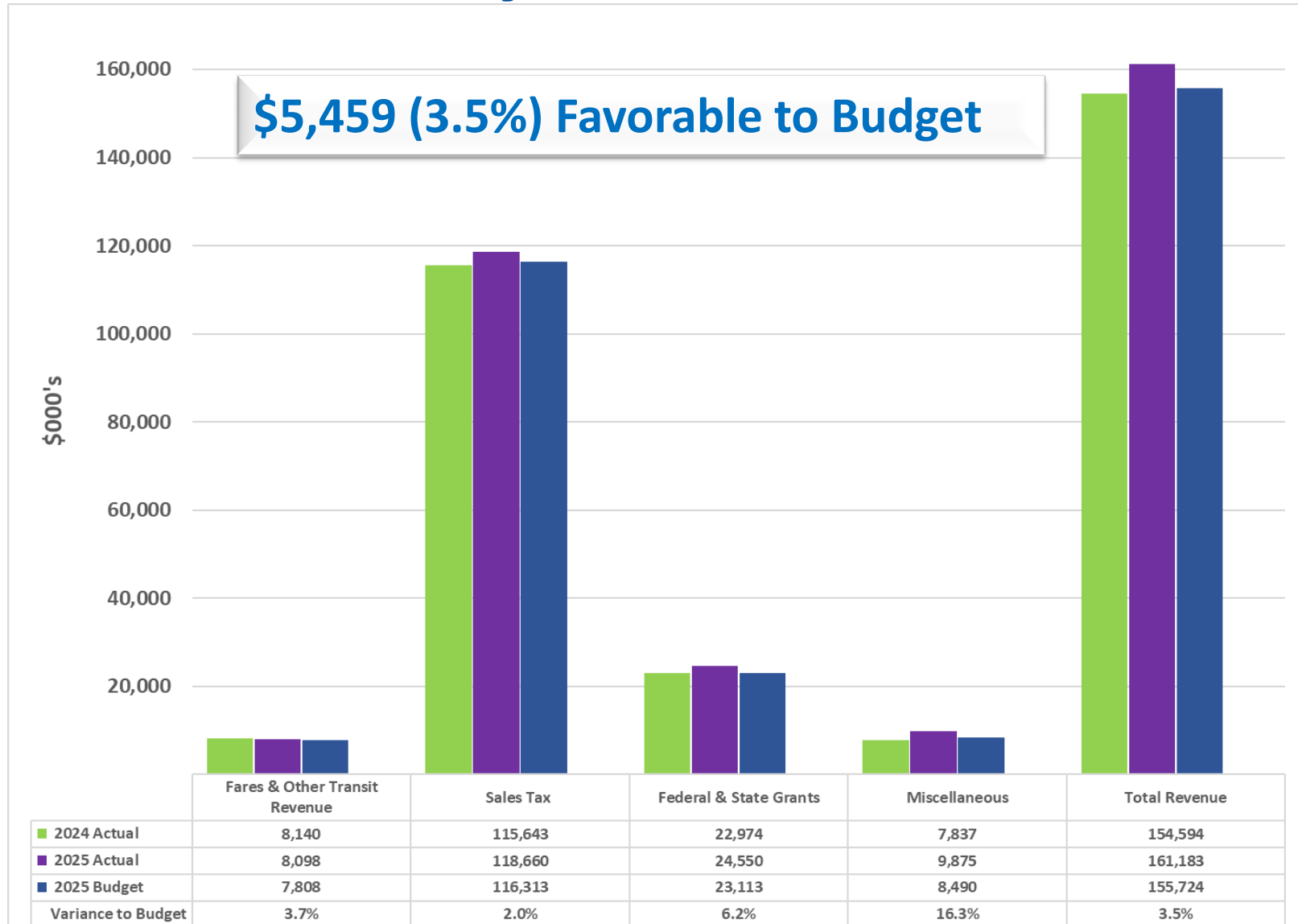
Dates – To Be Confirmed	Event Description
Week of April 13, 2026	SAO Entrance Conference
Week of June 15, 2026	Exit conference with STA Administration
July 1, 2026	Exit conference with Performance Monitoring & External Relations Committee

Financial Report Agenda

- Revenue
- Expenses
- Capital
- Cash
- Next Steps

REVENUE

2025 Revenue Summary



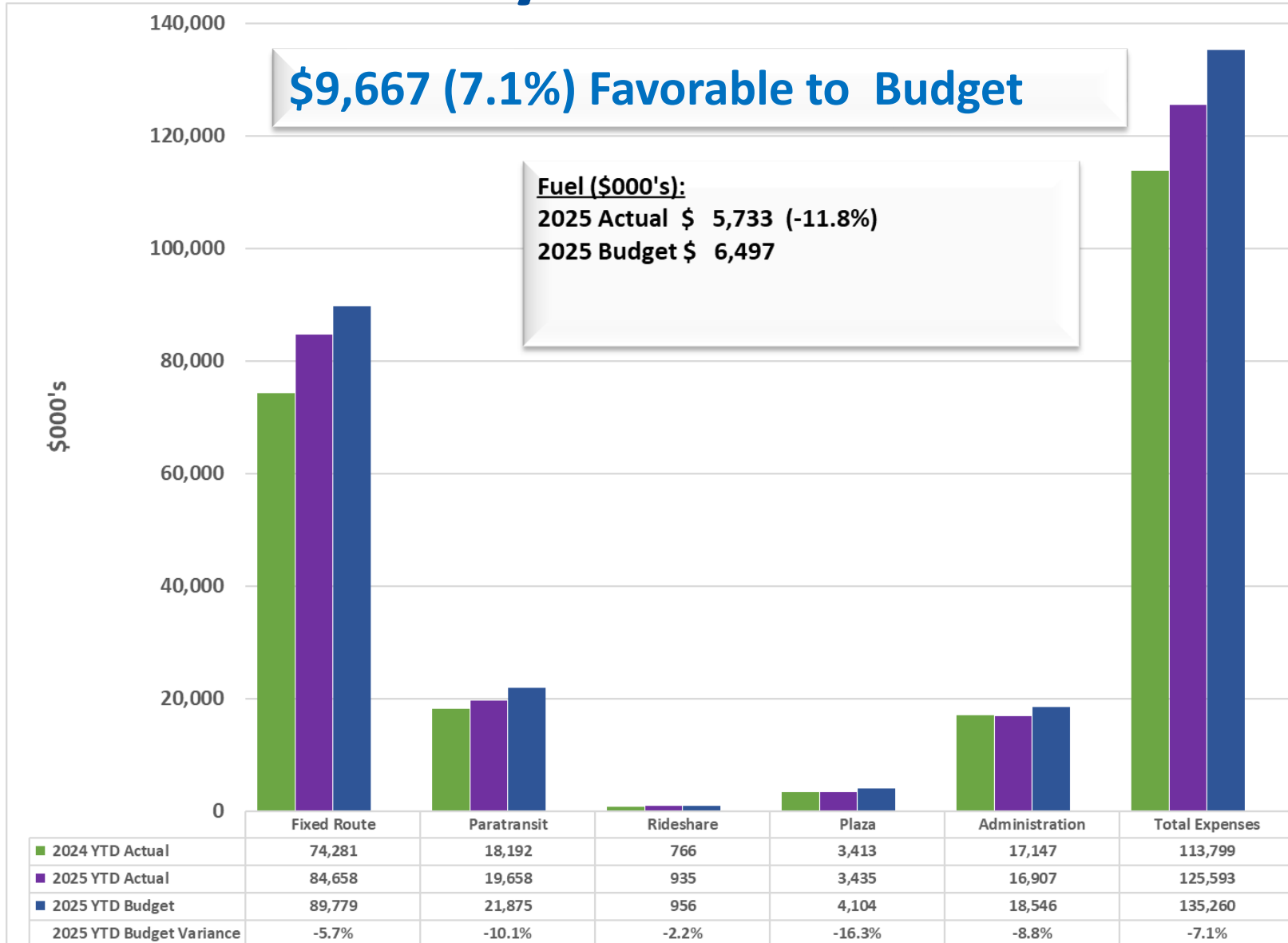
Revenues shown above exclude grants used for capital projects. State capital grant reimbursements total \$7,551 and Federal capital grant reimbursements total \$4,798 for 2025.

2025 Revenue Variance Explanations

Revenue Type	2025 Budget (\$000's)	2025 Actual (\$000's)	\$ Variance Better / (Worse) (\$000's)	Variances Better / (Worse) >\$200,000
Fares & Other Transit Revenue	\$7,808	\$8,098	\$290 or 3.7%	<ul style="list-style-type: none"> Overall Fares & Other Transit Revenue favorable budget variances in 2-hour pass Adult and Paratransit Revenue as well as UTAP Revenue
Sales Tax	\$116,313	\$118,660	\$2,347 or 2.0%	<ul style="list-style-type: none"> Better than expected voter-approved sales tax collections - \$2.3 million Accrual for January and February 2026 distribution (November & December sales) offset by reversal of prior year accrual – Net increase \$1.1M
Federal & State Grants	\$23,113	\$24,550	\$1,437 or 6.2%	<ul style="list-style-type: none"> Federal Preventive Maintenance and other Operating Grants - \$521k State Special Needs and Transit Support Grants - \$915k
Miscellaneous Revenue	\$8,490	\$9,875	\$1,385 or 16.3%	<ul style="list-style-type: none"> Interest income from higher average cash balance and higher interest rates - \$779k WSTIP Telematics Grant - \$500k
Total	\$155,724	\$161,183	\$5,459 or 3.5%	

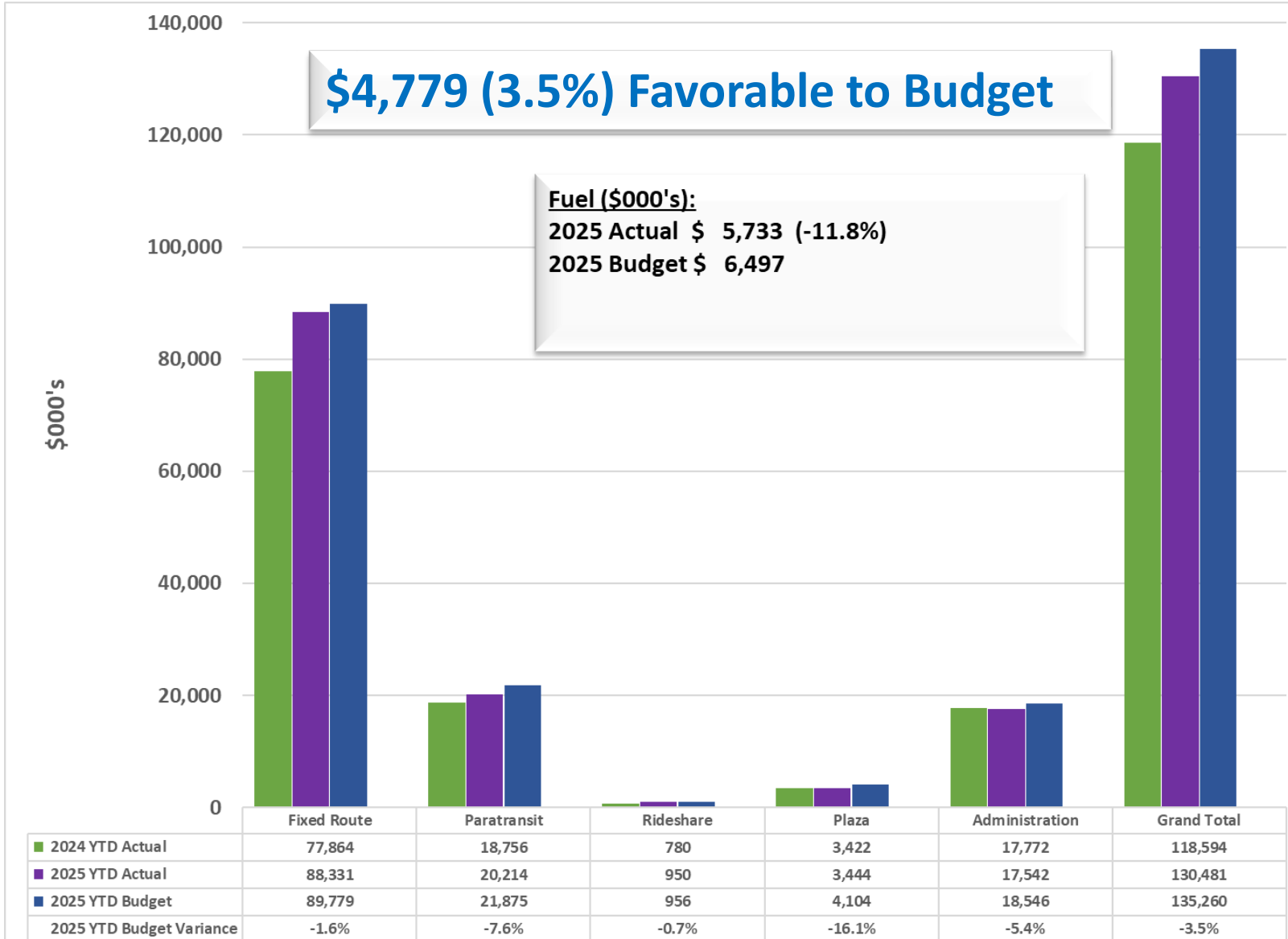
EXPENSES

2025 Expense Summary – GAAP Results (includes Pension/OPEB Adjustments)



Operating expenses exclude capital expenditures of \$53,146 and cooperative projects of \$267 for fiscal 2025 shown on Capital Budget Status Summary slide.

2025 Expense Summary – Operational Performance



Operating expenses exclude capital expenditures of \$53,146 and cooperative projects of \$267 for fiscal 2025 shown on Capital Budget Status Summary slide.

2025 Expense Variance Explanations (Operational)

Division	2025 Budget (\$000's)	2025 Actual (\$000's)	\$ Variance (Better) / Worse (\$000's)	Variances (Better) / Worse >\$200,000
Fixed Route	\$89,779	\$88,331	\$(1,448) or (1.6)%	<ul style="list-style-type: none"> Higher Vehicle Maintenance Materials - \$375k Lower Salaries & benefits - \$(1,341k) Lower Fuel Costs - \$(300k) Lower Software Licenses/Maintenance - \$(254k)
Paratransit	\$21,875	\$20,214	\$(1,661) or (7.6)%	<ul style="list-style-type: none"> Higher Contracted Transportation (includes fuel) - \$181k Lower Salaries & benefits - \$(896k) Lower Medical/Dental Premiums - \$(330k) Lower Fuel Costs - \$(258k) Lower Maintenance Materials - \$(206k)
Rideshare	\$956	\$950	\$(6) or (0.7)%	<ul style="list-style-type: none"> Higher Insurance Premiums, Promotions & Utilities - \$44k Higher Repair Materials - \$43k Lower Fuel Costs - \$(79k) Lower Salaries & Benefits - \$(15k)
Plaza	\$4,104	\$3,444	\$(660) or (16.1)%	<ul style="list-style-type: none"> Higher Furniture, Fixtures & Equipment - \$289k Lower Contracted Security - \$(478) Lower Contracted Maintenance - \$(380k)
Administration	\$18,546	\$17,542	\$(1,004) or (5.4)%	<ul style="list-style-type: none"> Higher Utilities - \$151k Lower Salaries & Benefits - \$(702k) Lower Services (primarily consulting) - \$(467k)
Total	\$135,260	\$130,481	\$(4,779) or (3.5)%	

2025 Capital Budget Status Summary

Capital Projects including Cooperative Projects (\$000's)	State Funding	Federal Funding	Local Funding	2025 Budget	Expensed to Date	Remaining Balance
Total Vehicles	\$2,162	\$1,640	\$19,093	\$22,895	\$18,241	\$4,654
Total Facilities - Maintenance and Administration	49	-	5,891	5,941	1,409	4,532
Total Facilities - Passenger and Operational	-	-	11,816	11,816	6,332	5,483
Total Technology Projects	-	-	7,609	7,609	1,913	5,695
Total High Performance Transit	10,428	555	8,311	19,294	9,173	10,121
Reconciling Items (Items budgeted and anticipated to have been paid in 2024 that were paid in 2025 as well as unbudgeted 2025 items):					442	(442)
GRAND TOTAL	\$12,640	\$2,194	\$52,720	\$67,554	\$37,510	\$30,044

Above schedule includes Street/Road cooperative projects of \$0.3 million for fiscal 2025.

Accrual vs Cash

Items that affect year-end reporting, but not year-end cash:

➤ Accruals

- Sales Tax distribution for January & February (collected on November & December sales)
- Grants expended but not yet reimbursed
- Expenses incurred in 2025 but paid in 2026

➤ Pension and Post-Employment Benefits Liability (GASB 68/75) – *Excluded from Operational Performance Reporting*

- Pension adjustment – credit of \$5.7m
- Post-employment benefit liability – expense of \$0.8m

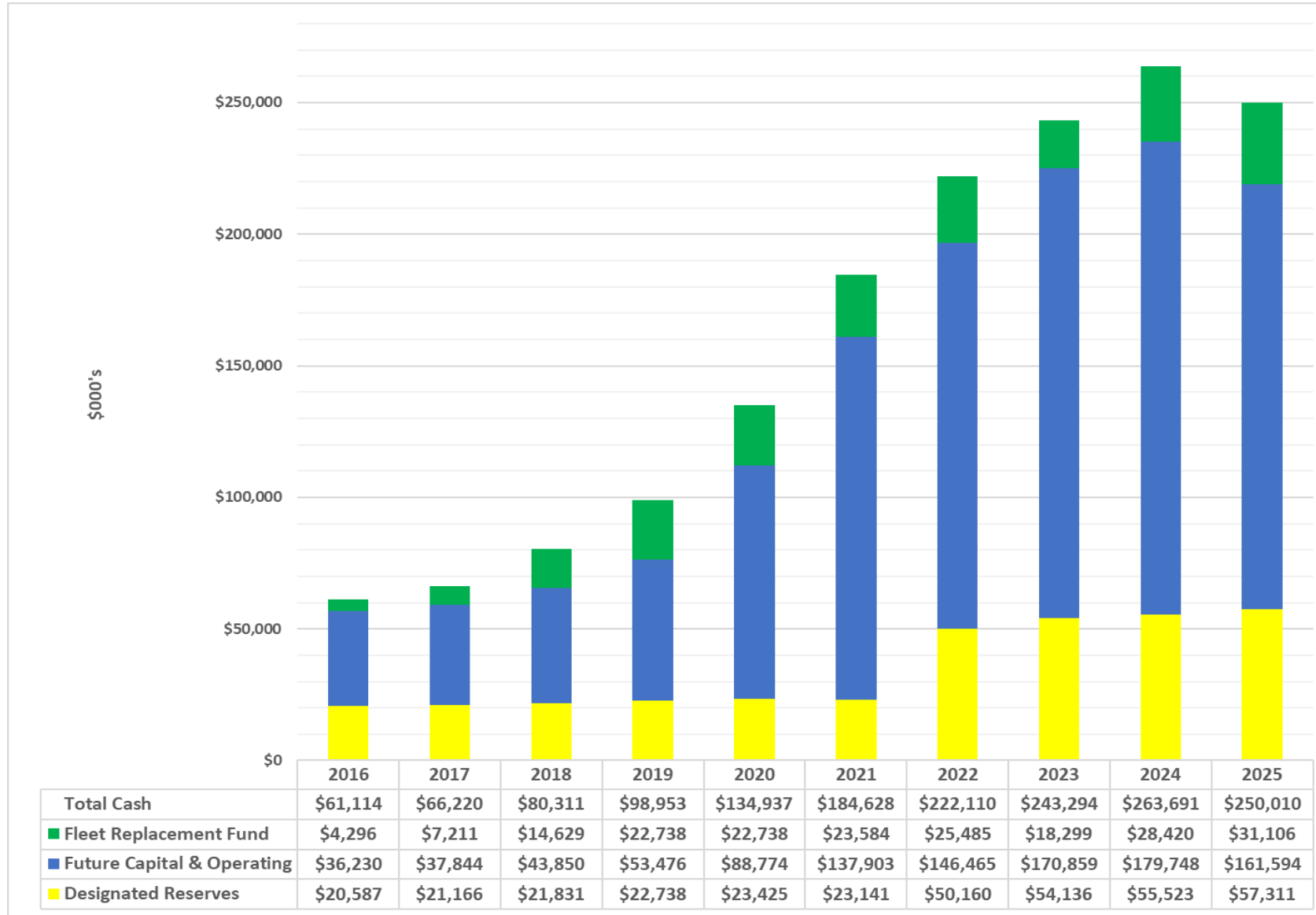
2025 Cash and Reserve Analysis

(\$000's)	Amended Budget	Preliminary Actuals	Difference
OPERATING ACTIVITIES			
Revenue (excluding capital grants)	\$155,724	\$154,594	(\$1,131)
Operating Expenses	(135,260)	(114,700)	20,559
Cooperative project costs	-	(704)	(704)
Revenue Over / (Under) Operating Expenses	\$20,465	\$39,190	\$18,725
CAPITAL ACTIVITIES (Local Funds)			
Purchase of Capital Assets	(\$67,554)	(\$37,856)	\$29,698
Purchase of Real Estate	-	(15,704)	(15,704)
Federal and State Capital Grant Revenue	14,834	10,336	(4,498)
Total Local Cash Used for Capital Activities	(\$52,720)	(\$43,224)	\$9,496
NET INCREASE (DECREASE) IN CASH			
	(\$32,256)	(\$4,034)	\$28,221
Cash - Beginning	\$222,424	\$235,271	\$12,847
GAAP/Accrual to Cash Adjustment	-	(12,332)	(12,332)
Cash - Ending	\$190,168	\$218,904	\$28,736
BOARD AND OTHER DESIGNATED RESERVES			
Operating Reserve (15% of Budgeted Operating Expenses)	(\$20,289)	(\$20,289)	\$0
Risk Reserve	(5,500)	(5,500)	-
Right of Way Acquisition Reserve	(4,950)	(4,950)	-
Real Estate Acquisition Reserve	(25,000)	(25,000)	-
Claims Reserve ¹	(357)	(357)	-
Total Reserves	(\$56,096)	(\$56,096)	\$0
2025 End of Year Cash Balance After Reserves ²	\$134,072	\$162,808	\$28,736
2025 Beginning of Year Fleet Replacement Fund Balance	\$32,549	\$28,420	(\$4,129)
2025 Purchase of FR & PT Fleet Replacements	(\$18,318)	(\$13,793)	\$4,525
FR & PT Fleet Replacement Allocation	\$16,479	\$16,479	\$0
2025 End of Year Fleet Replacement Fund Balance	\$30,709	\$31,106	\$396

¹ STA maintains a cumulative reserve for unforeseen claim costs of \$357 which is part of the public entity surety required by the Department of Labor & Industries.

² End of year cash balance after reserves are used for future capital expenditures included in the Capital Improvement Plan.

Historical Cash Balances



Growth in Cash Balance during 2020-2024 is from growth in sales tax as well as one-time federal relief funding received in 2020-2023.

Next Steps

	Deliverable	Responsible Group	Date
✓	2025 Preliminary Financial Report	Performance Monitoring & External Relations Committee	March 4, 2026
	2025 Preliminary Financial Report	Board of Directors	March 19, 2026
	2025 Financial & Single Audit	Office of the Washington State Auditor	April-June 2026
	2025 Audit Exit Conference	Performance Monitoring & External Relations Committee	Tentative July 1, 2026

Questions?



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Committee Member Expressions

Meeting Date: March 11, 2026

AGENDA ITEM: **7**

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: COMMITTEE MEMBER EXPRESSIONS
Submitted by: Yolanda Montes, Executive Assistant to the Chief Communications and Customer Service Officer

Purpose: n/a
Recommendation: n/a
Attachments and/or Online Links: n/a

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to express comments or opinions.



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Committee Information
Meeting Date: March 11, 2026
Agenda Item: 8

Presented To: Citizen Advisory Committee
Referral Committee: n/a
Title: REVIEW DRAFT AGENDA ITEMS FOR APRIL 8, 2026, MEETING
Submitted by: STA Staff

Purpose: For information.
Recommendation: n/a
Attachments and/or Online Links: April 8, 2026, Citizen Advisory Committee Draft Agenda

SUMMARY: At this time, members of the Citizen Advisory Committee will have an opportunity to review and discuss the items to be included on the April 8, 2026, draft agenda.



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Wednesday, April 8, 2026
5:00 p.m. – 6:30 p.m.

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DRAFT AGENDA

1. Call to Order and Roll Call (*Chair Brown*)
2. Committee Chair Report (*Chair Brown*) (*5 minutes*)
3. Committee Action (*10 minutes*)
 - A. Minutes of March 11, 2026, Meeting – *Corrections/Approval*
4. Reports to Committee (*60 minutes*)
 - A. Division Street Bus Rapid Transit: Design and Public Outreach Update (*Poole*)
 - B. 2027-2032 Transit Development Plan: Overview (*Poole*)
 - C. Customer ELERTS Safety and Security Reporting App Update (*Williams*)
 - D. 2026 Community Engagement Event Update (*Cortright*)
5. CEO Report – (*Otterstrom*) (*10 minutes*)
6. Committee Information – *no action or discussion*
 - A. STA Moving Forward 1st Quarter Project Delivery Report – (*Poole/Tresidder*)
 - B. May 2026 Service Change (*Poole*)
7. Committee Member Expressions (*Chair Brown*)
8. Review DRAFT CAC Agenda for May 13, 2026, Meeting
9. Adjourn

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